ORIGINAL **E-FILING** 1 Fred W. Schwinn (SBN 225575) CONSUMER LAW CENTER, INC. 07 OCT -9 FM 1:39 2 12 South First Street, Suite 1014 San Jose, California 95113-2403 3 Telephone Number: (408) 294-6100 Facsimile Number: (408) 294-6190 Email Address: fred.schwinn@siconsumerlav 4 5 Attorney for Plaintiff **EVELINE HENRIETTE ROSENBERRY** 6 7 8 IN THE UNITED STATES DISTRICT COURT FOR THE NORTHERN DISTRICT OF CALIFORNIA 9 SAN JOSE DIVISION 10 EVELINE HENRIETTE ROSENBERRY, 0517 11 Plaintiff, **COMPLAINT** 12 V. **DEMAND FOR JURY TRIAL** 13 THE CBE GROUP, INC., an Iowa corporation, and THOMAS R. PENALUNA, 15 United States Code § 1692 et sea. 14 individually and in his official capacity, California Civil Code § 1788 et seq. Invasion of Privacy 15 Defendants. 16 17 Plaintiff, EVELINE HENRIETTE ROSENBERRY (hereinafter "Plaintiff"), based on information and belief and investigation of counsel, except for those allegations which pertain 18 to the named Plaintiff or her attorneys (which are alleged on personal knowledge), hereby makes 19 20 the following allegations: 21 I. INTRODUCTION This is an action for actual damages, statutory damages, attorney fees and 22 1. costs brought by an individual consumer for Defendants' violations of the Fair Debt Collection 23 24 Practices Act, 15 U.S.C. § 1692, et seq. (hereinafter "FDCPA"), and the Rosenthal Fair Debt 25 Collection Practices Act, California Civil Code § 1788 et seq. (hereinafter "RFDCPA") which prohibit debt collectors from engaging in abusive, deceptive and unfair practices. 26 27 II. JURISDICTION Jurisdiction of this Court arises under 15 U.S.C. § 1692k(d), 28 U.S.C. § 28 2. COMPLAINT

Case 5:07-cv-05165\JW

Document 1

Filed 10/09/2007

Page 1 of 13

3. This action arises out of Defendants' violations of the Fair Debt Collection Practices Act, 15 U.S.C. § 1692 *et seq.* ("FDCPA").

## III. VENUE

4. Venue in this judicial district is proper pursuant to 28 U.S.C. § 1391(b), in that a substantial part of the events or omissions giving rise to the claim occurred in this judicial district. Venue is also proper in this judicial district pursuant to 15 U.S.C. § 1692k(d), in that the Defendants transact business in this judicial district and the violations of the FDCPA complained of occurred in this judicial district.

## IV. INTRADISTRICT ASSIGNMENT

 This lawsuit should be assigned to the San Jose Division of this Court because a substantial part of the events or omissions which gave rise to this lawsuit occurred in Santa Clara County.

## V. PARTIES

- 6. Plaintiff, EVELINE HENRIETTE ROSENBERRY (hereinafter "Plaintiff"), is a natural person residing in Santa Clara County, California. Plaintiff is a "consumer" within the meaning of 15 U.S.C. § 1692a(3) and a "debtor" within the meaning of Cal. Civil Code § 1788.2(h).
- 7. Defendant, THE CBE GROUP, INC. (hereinafter "CBE"), is an Iowa corporation engaged in the business of collecting debts in this state with its principal place of business located at: 131 Tower Park, Suite 100, Waterloo, Iowa 50701-9374. CEB may be served as follows: The CEB Group, Inc., c/o Thomas R. Penaluna, Registered Agent, 131 Tower Park, Suite 100, Waterloo, Iowa 50701-9374. The principal business of CBE is the collection of debts using the mails and telephone and CBE regularly attempts to collect debts alleged to be due another. CBE is a "debt collector" within the meaning of 15 U.S.C. § 1692a(6) and Cal. Civil Code § 1788.2(c).
- 8. Defendant, THOMAS R. PENALUNA (hereinafter "PENALUNA"), is a natural person and is or was an employee, agent, officer and/or director of CEB at all relevant times.

1	PENALUNA may be served at his current business address at: Thomas R. Penaluna, The CEB
2	Group, Inc., 131 Tower Park, Suite 100, Waterloo, Iowa 50701-9374 and at his residence address
3	at: Thomas R. Penaluna, 8034 Slap Trail, Cedar Falls, Iowa 50613-9303. PENALUNA is a "debt
4	collector" within the meaning of 15 U.S.C. § 1692a(6) and Cal. Civil Code § 1788.2(c). Plaintiff
5	is informed and believes, and thereon alleges that PENALUNA is liable for the acts of CEB because

6

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

26

27

28

roup, Inc., 131 Tower Park, Suite 100, Waterloo, Iowa 50701-9374 and at his residence address :: Thomas R. Penaluna, 8034 Slap Trail, Cedar Falls, Iowa 50613-9303. PENALUNA is a "debt ollector" within the meaning of 15 U.S.C. § 1692a(6) and Cal. Civil Code § 1788.2(c). Plaintiff informed and believes, and thereon alleges that PENALUNA is liable for the acts of CEB because

activities described herein.

9. At all times herein mentioned, each of the Defendants was an officer, director, agent, servant, employee and/or joint venturer of his co-defendants, and each of them, and at all said times, each Defendant was acting in the full course and scope of said office, directorship, agency, service, employment and/or joint venture. Any reference hereafter to "Defendants" without further qualification is meant by Plaintiff to refer to each Defendant, and all of them, named above.

he sets and approves CEB collection policies, practices, procedures and he directed the unlawful

## VI. FACTUAL ALLEGATIONS

- 10. On a date or dates unknown to Plaintiff, Plaintiff is alleged to have incurred a financial obligation that was primarily for personal, family or household purposes, namely a consumer credit card issued by Citicorp Credit Services, Inc. (USA) and bearing the account number XXXXXX0761 (hereinafter "the alleged debt"). The financial obligation alleged to be owed to Citicorp Credit Services, Inc. (USA) by Plaintiff is a "debt" as that term is defined by 15 U.S.C. § 1692a(5) and a "consumer debt" as that term is defined by Cal. Civil Code § 1788.2(f).
- 11. Sometime thereafter on a date unknown to Plaintiff, the alleged debt was consigned, placed or otherwise transferred to Defendants for collection from Plaintiff.
- 12. Thereafter, Defendants sent a collection letter (Exhibit "1") to Plaintiff which is a "communication" in an attempt to collect a debt as that term is defined by 15 U.S.C. § 1692a(2).
- 13. A true and accurate copy of the collection letter from Defendants to Plaintiff is attached hereto, marked Exhibit "1," and by this reference is incorporated herein.
  - 14. The collection letter (Exhibit "1") is dated October 21, 2006.
- 15. The collection letter (Exhibit "1") was Defendants' first written notice initially addressed to Plaintiff in connection with collecting the alleged debt.

On or about November 29, 2006, Defendants recorded the following

COMPLAINT

1

2

3

4

5

6

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

26

27

28

34.

automated message on Plaintiff's answering machine:

1	098. Again that number is 1-866-239-6098. Please return my call. Thank you.				
2	35. On or about November 29, 2006, Defendants recorded the following				
3	automated message on Plaintiff's answering machine:				
4	098. Again that number is 1-866-239-6098. Please return my call. Thank you.				
5	36. On or about November 30, 2006, Defendants recorded the following				
6	automated message on Plaintiff's answering machine:				
7	098. Again that number is 1-866-239-6098. Please return my call. Thank you.				
8	37. On or about November 30, 2006, Defendants recorded the following				
9	automated message on Plaintiff's answering machine:				
10	098. Again that number is 1-866-239-6098. Please return my call. Thank you.				
11	38. On or about December 1, 2006, an employee of Defendants recorded the				
12	following message on Plaintiff's answering machine:				
13	Hi. This is Erica. If you would please return my call. The number is 866-239-6098. Thanks.				
14	Thanks.				
15	39. On or about December 2, 2006, Defendants recorded the following automated				
16	message on Plaintiff's answering machine:				
17	098. Again that number is 1-866-239-6098. Please return my call. Thank you.				
18	40. On or about December 4, 2006, Defendants recorded the following automated				
19	message on Plaintiff's answering machine:				
20	098. Again that number is 1-866-239-6098. Please return my call. Thank you.				
21	41. On or about December 12, 2006, Defendants recorded the following				
22	automated message on Plaintiff's answering machine:				
23	098. Again that number is 1-866-239-6098. Please return my call. Thank you.				
24	42. On or about December 13, 2006, Defendants recorded the following				
25	automated message on Plaintiff's answering machine:				
26	098. Again that number is 1-866-239-6098. Please return my call. Thank you.				
27	43. On or about December 14, 2006, Defendants recorded the following				

automated message on Plaintiff's answering machine:

28

1	098. Again that number is 1-866-239-6098. Please return my call. Thank you.				
2	44. On or about December 18, 2006, Defendants recorded the following				
3	automated message on Plaintiff's answering machine:				
4	098. Again that number is 1-866-239-6098. Please return my call. Thank you.				
5	45. On or about December 19, 2006, Defendants recorded the following				
6	automated message on Plaintiff's answering machine:				
7	098. Again that number is 1-866-239-6098. Please return my call. Thank you.				
8	46. On or about December 20, 2006, an employee of Defendants recorded the				
9	following message on Plaintiff's answering machine:				
10	Eveline, this is Jaime Nixon. Please give me a call back. My number is 866-239-6098. Thank you.				
11	0076. Thank you.				
12	47. On or about December 21, 2006, Defendants recorded the following				
13	automated message on Plaintiff's answering machine:				
14	098. Again that number is 1-866-239-6098. Please return my call. Thank you.				
15	48. On or about December 21, 2006, Defendants recorded the following				
16	automated message on Plaintiff's answering machine:				
17	098. Again that number is 1-866-239-6098. Please return my call. Thank you.				
18	49. On or about December 26, 2006, Defendants recorded the following				
19	automated message on Plaintiff's answering machine:				
20	Please hold a moment while this call is being connected.				
21	50. On or about December 27, 2006, an employee of Defendants recorded the				
22	following message on Plaintiff's answering machine:				
23	Eveline, this is Lindsey. I need a call back please at 866-239-6098. Thank you.				
24	51. On or about December 28, 2006, an employee of Defendants recorded the				
25	following message on Plaintiff's answering machine:				
26	Hi, this message is for Eveline. If you could call me toll free - 866-239-6098. Thank you.				
27	)				
28	52. Each of Defendants' answering machine messages was a "communication' -7-				
	COMPLAINT				

28

FDCPA, 15 U.S.C. § 1692a(6).

	Case 5:07-cv-05165-JW	Document 1 Filed 10/09/2007 Page 10 of 13				
1	through 67 above.					
2		nintiff is a "debtor" as that term is defined by the RFDCPA, Cal. Civil Code				
3	§ 1788.2(h).	imining a decicion as that termins defined by the Ri Berri, ear. ervin code				
4		Defendant CRE is a "debt collector" as that term is defined by the REDCPA				
5	Cal. Civil Code § 1788.2	Defendant, CBE, is a "debt collector" as that term is defined by the RFDCPA,				
6		Defendant, PENALUNA, is a "debt collector" as that term is defined by the				
7						
8		l Code § 1788.2(c).				
9		73. The financial obligation allegedly owed by Plaintiff is a "consumer debt" as is defined by the RFDCPA, Cal. Civil Code § 1788.2(f).				
10	-	fendants' answering machine messages described above violate the				
11						
12	a.	olations include, but are not limited to, the following:				
13	a.	Defendants caused Plaintiff's telephone to ring repeatedly or continuously with the intent to annoy, abuse or harass Plaintiff, in				
14		violation of 15 U.S.C. § 1692d(5), as incorporated by Cal. Civil Code				
15		§ 1788.17 and Cal. Civil Code § 1788.11(d);				
16	b.	Defendants caused Plaintiff's telephone to ring with such frequency				
17	0.					
18		as to be unreasonable and constitute harassment to Plaintiff under the				
		circumstances, in violation of 15 U.S.C. § 1692d(5), as incorporated				
19		by Cal. Civil Code § 1788.17 and Cal. Civil Code § 1788.11(e);				
20	c.	Defendants failed to disclose Defendants' identity and the nature of				
21		Defendants' business, in violation of 15 U.S.C. § 1692d(6), as				
22		incorporated by Cal. Civil Code § 1788.17 and Cal. Civil Code §				
23	,	1788.11(b);				
24	d.	Defendants failed to disclose that the communications were from a				
25		debt collector, in violation of 15 U.S.C. § 1692e(11), as incorporated				
26		by Cal. Civil Code § 1788.17.				
27		fendants have further violated the RFDCPA in the following respects:				
28	a.	Defendants continued to communicate with Plaintiff in an attempt to  -10-  COMPLAINT				

1	collect the alleged debt after receiving a written notification that			
2	Plaintiff refused to pay the debt being collected, in violation of 15			
3	U.S.C. § 1692c(c), as incorporated by Cal. Civil Code § 1788.17.			
4	76. Defendants' acts as described above were done willfully and knowingly with			
5	the purpose of coercing Plaintiff to pay the alleged debt, within the meaning of Cal. Civil Code §			
6	1788.30(b).			
7	77. As a result of Defendants' violations of the RFDCPA, Plaintiff is entitled to			
8	an award of her actual damages in an amount to be determined at trial, pursuant to Cal. Civil Code			
9	§ 1788.30(a).			
10	78. As a result of Defendants' willful and knowing violations of the RFDCPA,			
11	Plaintiff is entitled to an award of a statutory penalty in an amount not less than one hundred dollars			
12	(\$100) nor greater than one thousand dollars (\$1,000), pursuant to Cal. Civil Code § 1788.30(b).			
13	79. As a result of Defendants' violations of the RFDCPA, Plaintiff is entitled to			
14	an award of statutory damages pursuant to 15 U.S.C. § 1692k(a)(2)(A), as incorporated by Cal. Civil			
15	Code § 1788.17.			
16	80. As a result of Defendants' violations of the RFDCPA, Plaintiff is entitled to			
17	an award of her reasonable attorney's fees and costs pursuant to Cal. Civil Code § 1788.30(c) and			
18	15 U.S.C. § 1692k(a)(3), as incorporated by Cal. Civil Code § 1788.17.			
19	81. Pursuant to Cal. Civil Code § 1788.32, the remedies provided under the			
20	RFDCPA are intended to be cumulative and in addition to any other procedures, rights or remedies			
21	that the Plaintiff may have under any other provision of law.			
22	INVASION OF PRIVACY BY INTRUSION UPON SECLUSION			
23	82. Plaintiff brings the third claim for relief against Defendants for common law			
24	Invasion of Privacy by Intrusion Upon Seclusion.			
25	83. Plaintiff repeats, realleges, and incorporates by reference paragraphs 1			
26	through 81 above.			
27	84. Plaintiff had a reasonable expectation of privacy in her solitude, seclusion and			
28	private concerns or affairs while in her home.			
	-11-			

COMPLAINT

1	85. Defendants intentionally intruded into Plaintiff's home by using an automated		
2	device which repeatedly caused Plaintiff's telephone to ring.		
3	86. These intrusions and invasions by Defendants occurred in a way that would		
4	be highly offensive to a reasonable person in Plaintiff's position.		
5	87. Defendants intentionally caused harm to Plaintiff's emotional well being by		
6	engaging in highly offensive conduct in the course of collecting the alleged debt thereby invading		
7	and intruding upon Plaintiff's right to privacy, solitude and seclusion.		
8	88. Defendants' conduct was a substantial factor in causing Plaintiff's harm.		
9	89. Plaintiff has been harmed by Defendants' invasion of privacy and has been		
10	damages as a result of the invasion of privacy by Defendants, including but not limited to: emotional		
11	distress, loss of sleep, loss of enjoyment of life, humiliation, stress, lack of concentration, anxiety		
12	and embarrassment by such invasions of her privacy by these Defendants.		
13	90. As a result of such invasions of privacy, Plaintiff is entitled to actual damages		
14	and punitive damages in an amount to be determined at trial from Defendants.		
15	VIII. REQUEST FOR RELIEF		
16	Plaintiff requests that this Court:		
17	a. Assume jurisdiction in this proceeding;		
18			
	b. Declare that Defendants' answering machine messages violated the Fair Debt		
19	b. Declare that Defendants' answering machine messages violated the Fair Debt Collection Practices Act, 15 U.S.C. §§ 1692d(5), 1692d(6) and 1692e(11);		
19 20			
	Collection Practices Act, 15 U.S.C. §§ 1692d(5), 1692d(6) and 1692e(11);		
20	Collection Practices Act, 15 U.S.C. §§ 1692d(5), 1692d(6) and 1692e(11);  c. Declare that Defendants' answering machine messages violated the Rosenthal Fair		
20 21	Collection Practices Act, 15 U.S.C. §§ 1692d(5), 1692d(6) and 1692e(11);  c. Declare that Defendants' answering machine messages violated the Rosenthal Fair Debt Collection Practices Act, Cal. Civil Code §§ 1788.11(b), 1788.11(d),		
<ul><li>20</li><li>21</li><li>22</li></ul>	Collection Practices Act, 15 U.S.C. §§ 1692d(5), 1692d(6) and 1692e(11);  c. Declare that Defendants' answering machine messages violated the Rosenthal Fair Debt Collection Practices Act, Cal. Civil Code §§ 1788.11(b), 1788.11(d), 1788.11(e) and 1788.17;		
<ul><li>20</li><li>21</li><li>22</li><li>23</li></ul>	Collection Practices Act, 15 U.S.C. §§ 1692d(5), 1692d(6) and 1692e(11);  c. Declare that Defendants' answering machine messages violated the Rosenthal Fair Debt Collection Practices Act, Cal. Civil Code §§ 1788.11(b), 1788.11(d), 1788.11(e) and 1788.17;  d. Declare that Defendants violated the Fair Debt Collection Practices Act, 15 U.S.C.		
<ul><li>20</li><li>21</li><li>22</li><li>23</li><li>24</li></ul>	Collection Practices Act, 15 U.S.C. §§ 1692d(5), 1692d(6) and 1692e(11);  c. Declare that Defendants' answering machine messages violated the Rosenthal Fair Debt Collection Practices Act, Cal. Civil Code §§ 1788.11(b), 1788.11(d), 1788.11(e) and 1788.17;  d. Declare that Defendants violated the Fair Debt Collection Practices Act, 15 U.S.C. § 1692c(c);		
20 21 22 23 24 25	Collection Practices Act, 15 U.S.C. §§ 1692d(5), 1692d(6) and 1692e(11);  c. Declare that Defendants' answering machine messages violated the Rosenthal Fair Debt Collection Practices Act, Cal. Civil Code §§ 1788.11(b), 1788.11(d), 1788.11(e) and 1788.17;  d. Declare that Defendants violated the Fair Debt Collection Practices Act, 15 U.S.C. § 1692c(c);  e. Declare that Defendants violated the Rosenthal Fair Debt Collection Practices Act,		

COMPLAINT

	Case 5:07-cv-05165-JW	Document 1	Filed 10/09/2007	Page 13 of 13			
1	g. Award Plai	Award Plaintiff statutory damages in an amount not exceeding \$1,000, pursuant to					
2	15 U.S.C. §	15 U.S.C. § 1692k(a)(2)(A);					
3	h. Award Plair	Award Plaintiff a statutory penalty in an amount not less than \$100 nor greater than					
4	\$1,000 purs	\$1,000 pursuant to Cal. Civil Code § 1788.30(b);					
5	i. Award Plai	Award Plaintiff statutory damages in an amount not exceeding \$1,000 pursuant to					
6	15 U.S.C. §	15 U.S.C. § 1692k(a)(2)(A), as incorporated by Cal. Civil Code §1788.17;					
7	j. Award Plai	j. Award Plaintiff her actual damages in an amount to be determined at trial for					
8	Defendants' invasions of Plaintiff's privacy;						
9	k. Award Plair	ntiff the costs of th	is action and reasonabl	le attorneys fees pursuant to 15			
10	U.S.C. § 16	92k(a)(3) and Cal	. Civil Code §§ 1788.1	7 and 1788.30(c); and			
11	l. Award Plai	ntiff such other and	d further relief as may	be just and proper.			
12							
13			CONSUMER LAW C	ENTER, INC.			
14			Ry: /s/ Frad W. Schwi	nn			
15	By: <u>/s/ Fred W. Schwinn</u> Fred W. Schwinn, Esq. Attorney for Plaintiff						
16				NRIETTE ROSENBERRY			
17							
18	<u>CERT</u>	CIFICATION PU	RSUANT TO CIVIL	L.R. 3-16			
19	Pursuant to Civil L.R. 3-16, the undersigned certifies that as of this date, other than the						
20	named parties, there is no such interest to report.						
21			/s/ Fred W. Schwi				
22			ried w. Schwi	nin, Esq.			
23	DEMAND FOR JURY TRIAL						
24	PLEASE TAKE NOTICE that Plaintiff, EVELINE HENRIETTE ROSENBERRY, hereby						
25	demands a trial by jury of	all triable issues of	f fact in the above-capt	tioned case.			
26			/2/Eng 1W/ C 1	havion			
27			/s/ Fred W. Schwi				
28							
		CO	-13- DMPLAINT				